

In re: Malcom B. Strandberg

Filed: April 9, 1998

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from a data terminal located at a remote location and connected to said computer network using said telephone line, said request including call back data including at least a telephone number of said telephone line, said system comprising:

a computer network interface, connected to said computer network, for interfacing with said computer network and receiving said request over said computer network, for identifying said call back data, and for storing said call back data including said telephone number of said telephone line in a call back file; and

an automated dialer system, responsive to said call back file, said automated dialer system including:

a call back campaign manager, for retrieving said telephone number of said telephone line stored in said call back file;

a call scheduler, responsive to said call back campaign manager, for scheduling said telephone number of said telephone line for immediate dialing;

a telephone number dialer, responsive to said call scheduler, for initiating dialing of said telephone number of said telephone line for immediate dialing, for monitoring a status of said telephone line, and for connecting an answered call between said inquiring party telephone and a telephone

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of an available agent coupled to said automated dialer system; and

a re-dial script, responsive to said call back campaign manager, for directing said telephone number dialer to immediately and continuously redial said telephone number each time said telephone number dialer detects a busy signal after dialing said telephone number.

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10. A method for providing a telephone call back to an inquiring party telephone connected to a telephone line that is being used to access a computer network, wherein said call back is made based upon a request transmitted over said computer network from a data terminal located at a remote location and connected to said computer network using said telephone line, said call back request including at least a telephone number of said telephone line, said method comprising the steps of:

receiving said call back request transmitted from said terminal at said remote location;

identifying said telephone number of said telephone line to be dialed;

placing said call telephone number into a call back file;

retrieving telephone number to be dialed from said call back

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file;

scheduling said telephone number for immediate dialing;  
automatically dialing said telephone number scheduled for  
immediate dialing over a telephone line using an automated dialer  
system;

monitoring said telephone line to detect a busy signal;  
immediately and continuously redialing said telephone number  
each time said busy signal is detected; and

connecting an answered call between said inquiring party  
telephone and a telephone of an available agent coupled to said  
automated dialer system.

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